

# 2012-13 WATER PERFORMANCE REPORT

## YARRA VALLEY WATER



The Essential Services Commission has published its ninth annual report on the performance of the Victorian urban water businesses that provide water and sewerage services. This factsheet provides information to consumers on the performance of their water business.

### Household bills

Based on the average household consumption, an owner occupier's average household bill increased from \$910 in 2011-12 to \$953 in 2012-13. Prices were held at 2011-12 levels, so this increase is due to the increase in average consumption.

Tenants who are not billed fixed charges had their average household bills increase from \$468 in 2011-12 to \$511 in 2012-13.

### Household Consumption

Average household consumption in 2012-13 was 156 kL, an increase from 144 kL the previous year.

### Water supply reliability

Overall reliability of a water supply network is measured by customer minutes off supply. Yarra Valley Water's customers experienced an average of 37 minutes off supply in 2012-13, an increase from the previous year's result of 31 minutes.

### Sewer system reliability

In 2012-13 Yarra Valley Water reported 25 sewer blockages per 100km of sewer main, a slight improvement from 26 in 2011-12.

### Water Quality

Yarra Valley Water reported that all customers received water that met the microbiological (measured by *E. Coli* levels) and turbidity requirements of the Safe Drinking Water Regulations 2005.

### Recycling

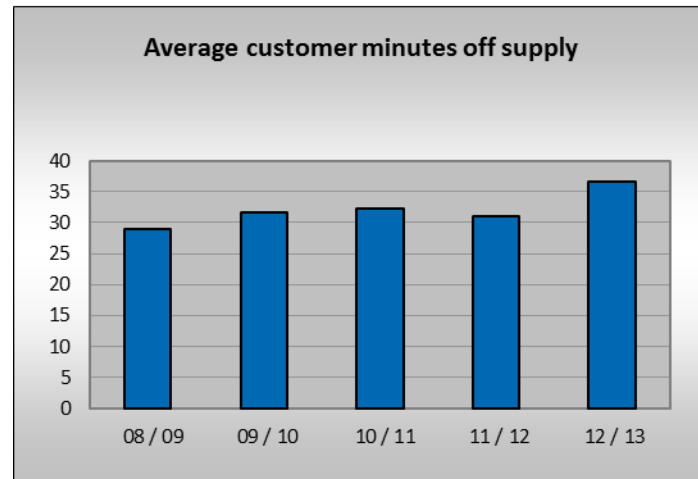
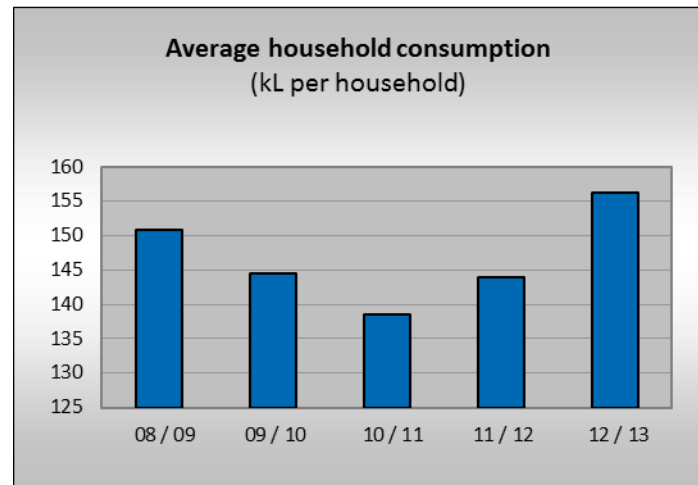
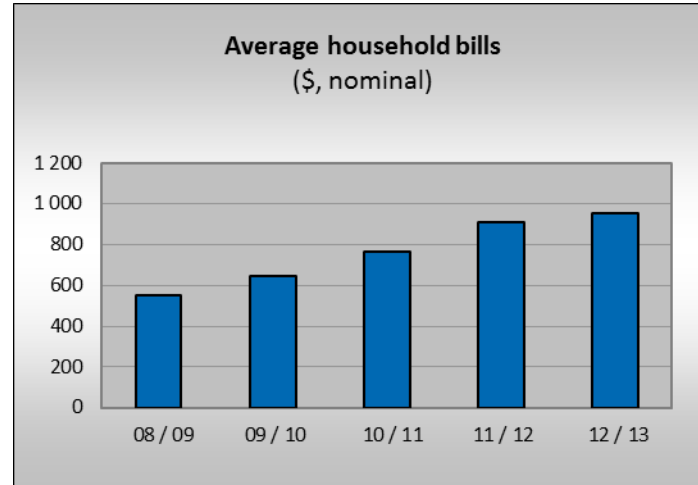
Yarra Valley Water recycled 26 per cent of its treated effluent, up from 21 per cent for the previous two years.

### Major Projects

The Wonga Park sewer backlog project and the Northern Sewer project were both completed in 2012-13.

The Epping-Craigieburn sewerage expansion section 1 (now called the Epping Sewer Tunnel project) has been deferred to the third and fourth regulatory periods as development rates in the Epping catchment were lower than forecast.

<b>WATER CUSTOMERS</b>	<b>AVERAGE HOUSEHOLD BILL</b>	<b>AVERAGE HOUSEHOLD CONSUMPTION</b>
723 256	\$953	156 kL



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GENERAL	2008-09	2009-10	2010-11	2011-12	2012-13
Water customers	670 353	681 409	699 768	713 188	723 256
Sewerage customers	619 543	629 779	646 775	666 721	680 134
Length of water main (km)	9 147	9 391	9 490	9 670	9 586
Length of sewer main (km)	8 792	8 887	9 004	9 133	9 234
AFFORDABILITY	2008-09	2009-10	2010-11	2011-12	2012-13
Average household consumption (kL per household)	151	144	139	144	156
Average household bills (\$, nominal)					
Owner occupiers	553	649	763	910	953
Tenants	293	332	380	468	511
Legal action for non-payment - residential (per 100 customers)	0.00	0.00	0.00	0.00	0.00
Restrictions for non-payment - residential (per 100 customers)	0.03	0.03	0.01	0.03	0.06
Hardship grants	9 843	9 620	10 055	15 251	11 086
Payment issues complaints	200	297	1178	3068	4311
CUSTOMER RESPONSIVENESS AND SERVICE	2008-09	2009-10	2010-11	2011-12	2012-13
Calls - total	536 930	579 813	602 322	615 667	712 936
account line	404 510	442 492	464 242	493 927	581 875
fault line	132 420	137 321	138 080	121 740	131 061
Account line and fault line					
average time to connect to an operator (seconds)	22	34	82	83	33
calls answered in 30 seconds (per cent)	87	83	63	56	82
Total complaints - all categories	4 194	4 988	4 848	7 373	9 042
NETWORK RELIABILITY AND EFFICIENCY	2008-09	2009-10	2010-11	2011-12	2012-13
Water supply interruptions (total)					
planned	808	798	912	978	820
unplanned	5 407	5 539	4 958	4 712	5 424
total (per 100km water main)	68	67	62	59	65
Average duration of interruptions (minutes)					
planned	139	142	142	154	160
unplanned	97	102	110	101	108
Average customer minutes off supply - total	29	32	32	31	37
planned	6	6	8	10	10
unplanned	23	25	24	21	27
Bursts and leaks (per 100km water main)	60	52	46	40	53
Sewer blockages (per 100km sewer main)	47	45	41	26	25
Water supply reliability and pressure complaints	1 072	1 012	765	784	953
DRINKING WATER QUALITY	2008-09	2009-10	2010-11	2011-12	2012-13
Microbiological water quality compliance (per cent)	100	100	100	100	100
Turbidity compliance (per cent)	100	100	100	100	100
Water quality complaints	2 549	3 319	2 333	2 560	3 023
ENVIRONMENTAL PERFORMANCE	2008-09	2009-10	2010-11	2011-12	2012-13
Recycling - effluent reuse (per cent of effluent)	25	28	21	21	26
Biosolids - reused (per cent)	251	0	0	0	0
CO <sub>2</sub> e - total (tonnes)	30 725	27 077	29 041	28 361	29 512
Sewer odour complaints	201	214	209	194	179